

Mohammed Ziaur Rahman Chowdhury

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Objectives

Seeking a challenging Senior Management Position within Leading hotels, Chain, where I can effectively utilize My acquired expertise and experiences and grow along with the organization.

Personal Skills Summary

- Having worked with some of the most iconic hotels(luxury and business)around the world, I have Developed an adept understanding of the hospitality industry. While my passion lies in service to guests, I am also equally adroit with administration and finances. Managing expenses and optimizing revenue have been my core focus is as over the years and I have been able to engage my team with financial figures so everyone works towards a similar goal.
- I am a result driven, self-motivated individual who likes to face challenges head-on at work. Loyalty, dedication, attention to detail, honesty and integrity are the principles I abide total times. As a leader I am directive and demanding but fair and flexible at the same time. I strongly believe that the team should have fun and learning whilst at work.
- As a trainer, I like to develop productive and professional individuals who can help the team to perform better hire individuals based on their values rather than credentials.
- Recruitment Skills, Writing &Implementing SOP's, Team Retiring & Costing, Possess Strong Organizational Communication & Computer Skills
- Cost Control Management, Managing Quality, Health & Safety Management
- Communicating & People management Skills
- Leadership and decision making capabilities.
- Flexible to work in different environment.
- Good oral, written communication and presentation skills.
- Well organized and proficient with details.
- Fortitude forbearance and patience.
- Languages Known: English, Arabic, Urdu, Hindi, Assamese & Bengali.

Professional Experiences

- ★ Currently Working with Taj Vivanta Hotel ,Guwahati, Assam, India(5 Star Luxury Hotel)as an Executive Housekeeper from Dec / 2016 to Present.

Primary Responsibilities

- Responsible for the general administration, quality of service and operations of the Housekeeping department, including all the related sections.
- Prepares and reports periodic inventories for linen, amenities, uniforms and any related items.
- Prepares a training plan on which supervisors depend in their training of staff.
- Conducts daily inspection in the public areas, back of the house and random spot check for rooms, linen and uniforms.
- Oversees and administers the lost and found procedures and ensures perfect adherence and take corrective actions.
- Actively participates in the HR related matters of the department, recruitment, appearance, appraisal, training and development and disciplinary procedures.
- Responds promptly to guest concerns and encourage the team to make decision at guest contact.
- Monitors laundry process and making sure that the services are satisfying guests.
- Prepares and follows upon incidents and accident reports.
- Prepares and review daily housekeeping reports.

Professional Experiences

- ★ Worked at International Medical Company (2 Hospitals, 5 Clinics and 40 Pharmacy's), Qatar as a Housekeeping Manager from Jun 2014 to December 2016.
- ★ Worked at Harlow International Resort, Iraq (Pre-Opening Team, 152 Rooms) as an Executive Housekeeper From Feb / 2013 to Jun / 2014.
- ★ Worked at Fairmont the Palm Resorts, Dubai, UAE, (5 Star Luxury), (Pre-Opening), as an Assistant Housekeeping Manager from Feb / 2011 to Feb / 2013, (381 rooms).
- ★ Worked at Divan Erbil Hotel (5 Star Business), (Pre-Opening Team), Northern Iraq, as a Senior Housekeeping Supervisor From Jan / 2010 to Feb / 2011. (228 rooms).
- ★ Worked at Movenpick Hotel & Resorts (5 Star Business), Saudi Arabia, as a Housekeeping Supervisor, from Jan / 2006 to Jan / 2010. (1250 rooms).
- ★ Worked at Hotel Godwin, Mumbai, India as a Housekeeping Supervisor from Jan / 2003 to Dec / 2005.
- ★ Worked at Gulf Hotel, Mumbai, India as a Housekeeping Room Attendant from Jan / 1998 to Dec / 2002.

Educational Qualification

Completed BSc (Bachelor of Science Degree) in the year 2000 from Guwahati University, Assam, India.

Completed Hotel Management Degree from Jamshedpur India.

Successfully completed training of ISO 9001-2008 awareness Certificate.

Computer Proficiency

PMS (Property Management System)

Fidelio, Micros, Opera, Micros Cash Register

MS Office. Aware ISO 9001 and 14001

Training & Seminar Participated

- MIP for MIP, Six Key issues, Cherish, Sales and Reservation cross training at Movepick Hotel and Resort in KSA.
- PDR, HR Strategy Presentation & Workshop at Divan Hotel.
- Train the Trainer Training Course at Divan Erbil Hotel.
- First Aid and Life Support Training Course.
- Karcher machine carpet and floor care, Johnson Diversy Housekeeping and Laundry chemical use.
- On Job Training Skills.
- ISO 9001-2008 Certification Training.
- Fire & Safety Training.

Certificate & Awards

- Award as Best Employee of the Month at Movenpick, Hotel, KSA.
- JD Power Assessment score 99% at Fairmont The Palm, Dubai.
- Received lot of Kudos & Several Thanks letters from Guest & Management.

Strengths

Enthusiastic to learn, Self-motivated, flexible at work, Task Oriented, energetic and Team Player.

Passport Details

Passport No : L9802685.
Place of Issue : Guwahati (Assam)
Date of Expiry: 24/07/2024.

Reference

Available upon request.

Declaration: *I hereby declare that all the above mentioned details are true to the best of my knowledge and belief.*

Place: India
Date: 01 /09 / 2020

(Mohammed Ziaur Rahman Chowdhury)